

# Woodtown House

A specialist nurse-led service for adults with high and complex mental health needs

DeepdeneCare



Woodtown House is a unique service providing solutions for adults with a history of behaviours which often result in placement difficulties, successfully enabling the reintegration of service users into their local community.

# Woodtown House

Woodtown House provides nursing care and rehabilitative support for 22 adults experiencing complex mental health needs, including those with forensic histories. Located in a pleasant and tranquil part of North Devon, it is within easy reach of both Bideford and Barnstaple, giving access to local amenities and excellent transport links.

Deepdene Care, an established national mental healthcare provider, has operated Woodtown House since its acquisition in 2006 and has made a significant investment in the service provision and infrastructure. With services operating throughout the UK, the group has developed strong and stable compliance, governance and central support frameworks which Woodtown House benefits from.

Those living at Woodtown House often exhibit high and complex mental health needs including severe and enduring mental illnesses, challenging behaviour, and drug or alcohol dependency. We are well equipped to accommodate those who exhibit behaviours such as self-harm and those with a dual diagnosis.

## Individual care

Woodtown House provides an environment where our residents are able to recover away from the pressures of daily life. Rehabilitation focused care and support programs are tailored to take account of individual service users needs and always reflect individual choice. Our excellent community links enable us to maximise opportunities for social inclusion and take advantage of activities offered in the area.

24 hour support is led by an experienced team including a home manager, registered nurse, as well as highly experienced care support workers and activities staff.

Our service delivery is based upon inclusion and the provision of person centred care and sensitive treatment for individuals, following the principles of a recovery model. It is aimed at improving mental and physical health, reducing and eliminating inappropriate behaviour and risks and replacing them with appropriate patterns of coping, problem solving and improved personal and social skills.



01.

Residents are encouraged to focus on their recovery by working with us to develop individualised pathways of care that encourage positive risk taking and focus on individuals' strengths and aspirations, enabling them to take an active part in their care and rehabilitation program.

## Positive outcomes

Our residents are individuals in their own right with their own specific and often complex needs, and personalisation is a key element of our service. Our goal is to offer the range of support needed to enable the individual to work towards achieving the most positive outcome for them, whether this is a return to independent living and employment, or to a supported environment where they can access all the services the community has to offer.

Woodtown house offers a fully equipped self contained flat which promotes this transition and provides service users with the opportunity to experience independent living within a familiar and supportive environment.

## What we offer:

We offer people over the age of 18 years old a chance to live in a community and take control of their lives through intensive support from our team. We work on the recovery model of care through regular multiagency reviews, involvement of residents, carers and commissioners. The progress is measured through health and social care outcomes, which matter most to residents, carers and regulatory bodies.

## For our Residents:

- An opportunity to live in a homely environment and develop independence.
- Staff team who can understand your difficulties, work with you and incorporate your views and wishes when making decisions about you.
- To support you to achieve independence through education, vocational training and voluntary work experience placements.
- Sign posting to advocacy services that will support you to represent your views.
- Professionals who can provide information and support you to manage your mental health problems and difficulties.

## For Families:

- A staff team who you can trust and have regular contact with. Consistent group of professionals who are with you throughout the journey of your family member.
- Involvement in your family member's care and all views to be taken on board. Support to maintain and improve the relationship with your family member.
- To support you to understand your family member's difficulties and any treatment that they are receiving.
- Family/Carers are welcome to visit people at the home.
- Feedback questionnaires will be circulated in order to obtain the views from family members.

## For Commissioners:

- Bespoke package of care to meet the individuals' complex mental health and social care needs.
- Consistency of care through in house mental health team.
- Experience and expertise of the Specialist Mental health team ensuring reduction in hospital admissions.
- Recovery and Quality assurance through outcomes.
- 24 hours mental health on call to provide crisis management.
- Qualified mental health nurses and staff on site.
- Value for money

# Referrals

**At Deepdene Care we welcome referrals from all areas of mental health care and are committed to making this process as unintrusive and stress free as possible.**

The referral process is reactive and easy to use, with a direct line to our dedicated referral team.

Following a referral, a senior member of Deepdene Care will arrange to carry out a full assessment within 24 hours at a time and venue that best suits the individual's need.

After this assessment our multi-disciplinary team will review the case and if suitable, a placement offer and full breakdown of costs will be sent to the referring agency within seven working days.

Once the placement is agreed we will work closely with the individual and their care team to ensure a smooth and successful transition.

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Referral line:  
**0800 313 4774**

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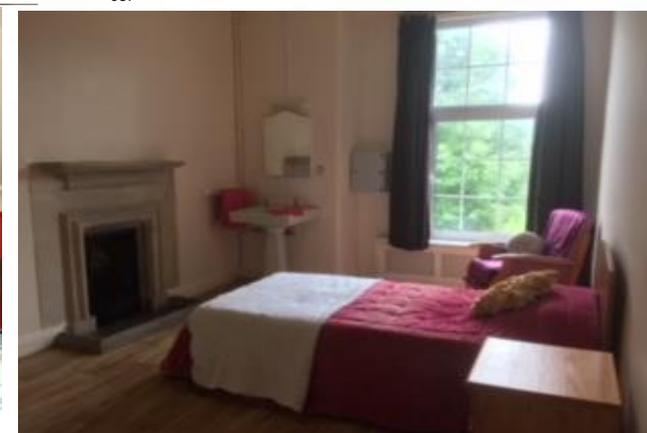
02.



03.



04.



05.

**Creating a relaxing and homely environment for residents**

- 01. Woodtown House exterior
- 02. Dining room
- 03. Rear garden
- 04. Lounge
- 05. Bedroom
- 06. Bideford



06.

If you would like to arrange  
an informal visit please  
contact us on our referral line:

**0800 313 4774**

[www.deepdenecare.org.uk](http://www.deepdenecare.org.uk)

**DeepdeneCare**

Woodtown House  
Alverdiscott Road  
East-the-Water  
Bideford  
Devon  
EX39 4PP

t: 01237 470889

e: [referrals@deepdenecare.com](mailto:referrals@deepdenecare.com)



### How to find Woodtown House:

#### Road:

Woodtown House is located just outside Bideford. Leaving the A39 at the East-the-Water exit, follow the A386 and after approximately half a mile turn left onto Manteo Way, following signs to Alverdiscott. At the roundabout, take the first exit onto Alverdiscott Road and follow for one mile. Woodtown House is on the right hand side.

#### Public transport:

Bus services run from East-the-Water, a 20 minute walk from Woodtown.

Barnstaple railway station is a 20 minute drive away.

# Woodtown's Referral criteria

✓ ACCEPT	X DO NOT ACCEPT
<ul style="list-style-type: none"> <li>Residents with severe and enduring mental illnesses e.g. personality disorder, schizophrenia, bipolar etc who currently need ongoing extensive support</li> <li>Dual diagnosis</li> </ul>	<ul style="list-style-type: none"> <li>Individuals with no mental health conditions</li> </ul>
<ul style="list-style-type: none"> <li>Past offending behaviour</li> <li>Drug and alcohol misuse with a mental health diagnosis.</li> <li>Challenging behaviour</li> <li>Self-harm</li> </ul>	<ul style="list-style-type: none"> <li>Severe mobility issues. We have limited ground floor rooms.</li> <li>We cannot cater for residents <b>with severe physical health issues</b> e.g. severe difficulty walking, washing, requiring intense personal care etc - we focus on mental health support and recovery</li> </ul>
<ul style="list-style-type: none"> <li>Must be engaged with the mental health care team.</li> </ul>	<ul style="list-style-type: none"> <li>Children 0-17 years</li> </ul>
<ul style="list-style-type: none"> <li>Adults: age range 18 +</li> </ul>	
<ul style="list-style-type: none"> <li>Male and female residents</li> </ul>	
<ul style="list-style-type: none"> <li>Serious arson or sexual offences to be considered on a case by case bases</li> </ul>	
<ul style="list-style-type: none"> <li>Residents on CTO / DOLS and other orders/restrictions</li> </ul>	
<ul style="list-style-type: none"> <li>Requiring ONLY prompts or limited personal care e.g. changing pads/clothes/bedding for incontinent residents.</li> </ul>	
<ul style="list-style-type: none"> <li>Individuals requiring ongoing assistance with essential living skills who may be at significant risk of self-neglect or exploitation.</li> </ul>	
<ul style="list-style-type: none"> <li>We are a rehab model that looks to help enable people to step down into the community and this will be our ongoing mission</li> </ul>	

# Our other Care Homes' Referral Criteria

Norton Street- Manchester, M16 7GQ	Deepdene House- London, SW16 2EA	Deepdene Court- West Sussex, BN17 5HS	Prema Court- Manchester, M16 7NX
<ul style="list-style-type: none"> <li>Stable mental health/substance misuse. We are a step-down facility from residential setting, so a level of independence is required for all residents.</li> <li>Due to service provided over several independent houses a constant staff monitoring is not available</li> </ul>	<ul style="list-style-type: none"> <li>Residents with severe and enduring mental illnesses e.g. personality disorder, schizophrenia, bipolar etc</li> <li>Dual diagnosis</li> </ul>	<ul style="list-style-type: none"> <li>Residents with severe and enduring mental illnesses e.g. personality disorder, schizophrenia, bipolar etc who currently need ongoing extensive support</li> <li>Dual diagnosis</li> </ul>	<ul style="list-style-type: none"> <li>Residents with severe and enduring mental illnesses e.g. personality disorder, schizophrenia, bipolar etc who currently need ongoing extensive support</li> <li>Dual diagnosis</li> </ul>
<ul style="list-style-type: none"> <li>Residents with severe and enduring mental illnesses e.g. personality disorder, schizophrenia, bipolar, dual diagnosis</li> <li>past offending behaviour</li> <li>drug and alcohol misuse (under control)</li> <li>Self-harm (under control)</li> <li>challenging behaviour (under control)</li> </ul>	<ul style="list-style-type: none"> <li>Past offending behaviour</li> <li>Drug and alcohol misuse</li> <li>Challenging behaviour</li> <li>Mild learning disability</li> <li>Early dementia care</li> <li>Self-harm</li> </ul>	<ul style="list-style-type: none"> <li>Past offending behaviour</li> <li>Drug and alcohol misuse with a mental health diagnosis.</li> <li>Challenging behaviour</li> <li>Self-harm</li> </ul>	<ul style="list-style-type: none"> <li>Past offending behaviour</li> <li>Drug and alcohol misuse with a mental health diagnosis.</li> <li>Challenging behaviour</li> <li>Self-harm</li> </ul>
<ul style="list-style-type: none"> <li>Must be engaged with mental health care team.</li> </ul>	<ul style="list-style-type: none"> <li>Must be engaged with the mental health care team.</li> </ul>	<ul style="list-style-type: none"> <li>Must be engaged with the mental health care team.</li> </ul>	<ul style="list-style-type: none"> <li>Must be engaged with the mental health care team.</li> </ul>
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<ul style="list-style-type: none"> <li>No CTO/DoLS restrictions</li> </ul>	<ul style="list-style-type: none"> <li>Residents on CTO / DOLS and other orders/restrictions</li> </ul>	<ul style="list-style-type: none"> <li>Residents on CTO / DOLS and other orders/restrictions</li> </ul>	<ul style="list-style-type: none"> <li>Residents on CTO / DOLS and other orders/restrictions</li> </ul>
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